AUTOPAY HELP DOCUMENTATION

This documentation is intended to provide basic information needed to setup a credit card in the billfold feature, make manual payments with your credit card and important information regarding changing your credit card account used for the auto-payment feature of our online utility bill payment system.

**** *Disclaimer* ****

Please note that credit card numbers are NOT stored on our city website in any way and cannot be accessed except through a valid account/password within the online bill pay system. Therefore you should take special care to setup a password for the online bill pay that is known only to you and cannot be accidentally or easily guessed.

Add/Select a Credit Card for Auto Pay

Note that there are 2 ways to add/select a credit card when enrolling for autopay.

The first way is to select an account that is in your billfold. (see adding a credit card to your billfold following this section). Once you select the credit card just click the enroll button. This will take you to a screen that will allow you to verify the credit card information. You can either continue to enroll or edit to change the card type or expiration date. If the card number or address is incorrect, select the cancel button and make the change in your billfold first.

The second way to add a credit card in autopay is to select the Other CC button in the enroll screen. This will bring up a screen that allows you to enter all your credit card information. This will NOT add the card to your billfold.

You may only use **_ONE_** credit card in the autopay feature at a time.

Adding a Credit Card to your Billfold

To add a credit card to your billfold you must first sign in to the online payment system. From the account screen select the **payments** button. From here select the **ON DEMAND** button. (see example below)
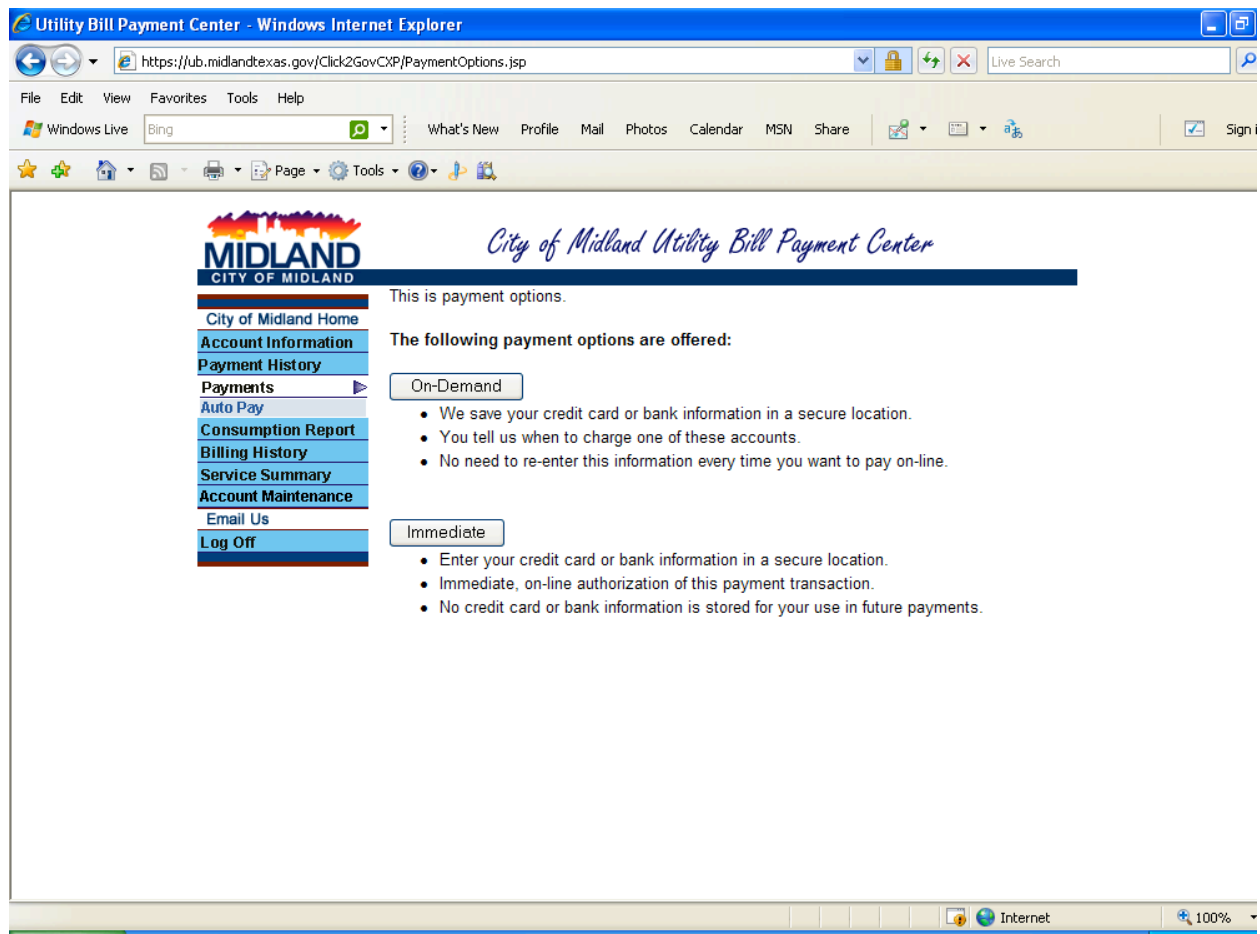
From here you can add a visa or mastercard account that can be used for auto-payment. You can also make a manual payment from a card you setup here by selecting the Pay Now button next to the credit card you wish to use. You DO NOT have to use the auto-payment feature to take advantage of the billfold feature in the online payment system. ALSO remember to remove any invalid or duplicate credit card entries from your billfold as needed.

## Making A Manual Payment

If you wish to make **manual payments only** there are 2 ways to do this. You can add or remove credit card accounts in your billfold and pay from there as stated above, OR you can select the IMMEDIATE payment option from within the **Payments** button (from your main account information screen). When you select the Immediate option you must enter the credit card information each time you make a payment. (from this screen you can also select to enroll in autopay OR add this credit card to your billfold by checking one or both of the boxes at the bottom of the page. See example below)

Changing a Credit Card Number in Autopay:

Important: Please NOTE that you will **NOT** be able to modify/change your credit card in the autopay section once it has been setup. In order to change to a different credit card you must first **disable** autopay and then re-enroll using the new credit card number.

BEFORE you disable autopay however, please check your account to be sure it is not in a current billing cycle. To do this, sign in to the online payment system and look at the **Last Bill** information on the account page. (see example below)
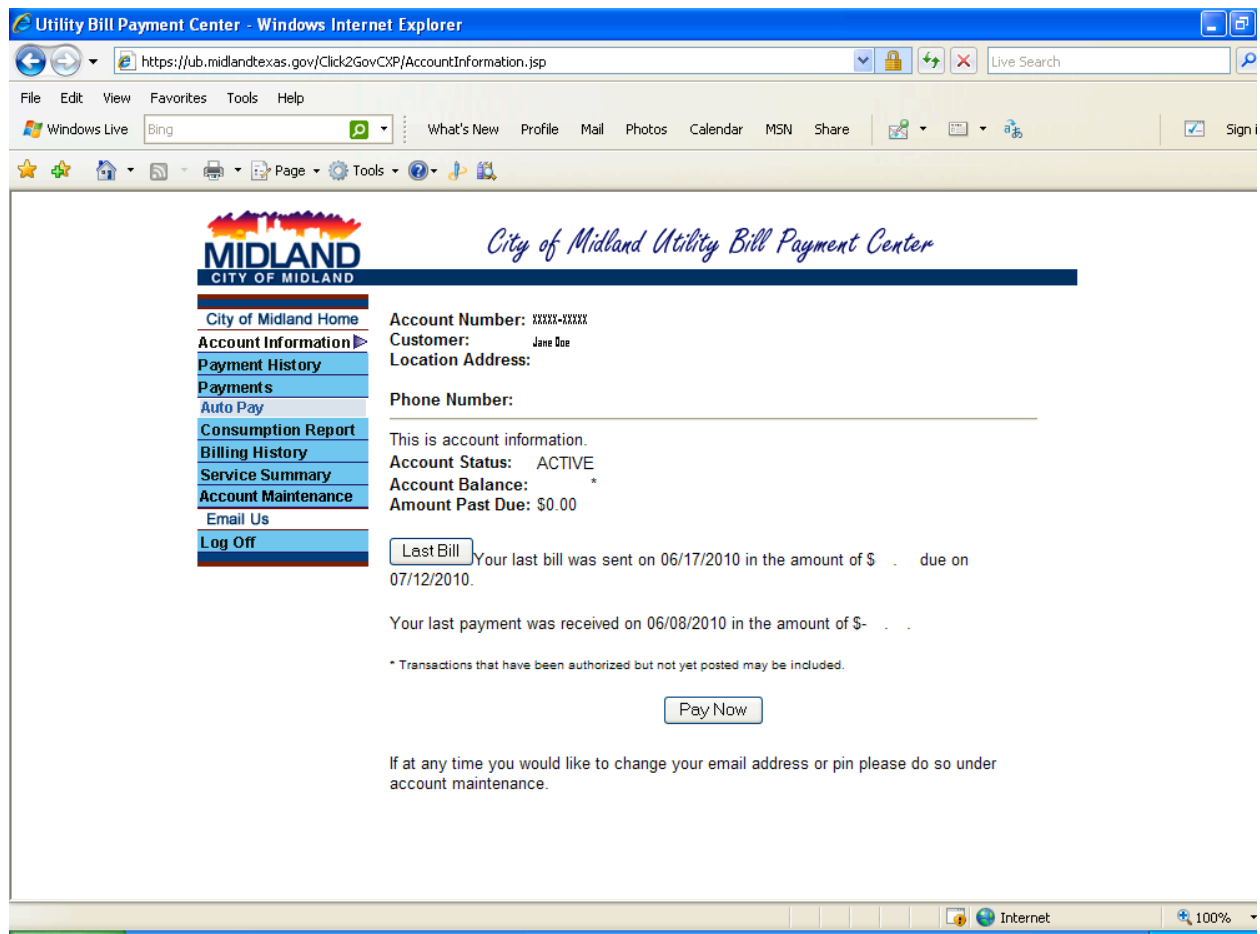
If the Last Bill line shows a due date that has not yet passed, you MUST contact our customer service department to cancel the currently pending auto-payment for your bill. **_432-685-7320_** (if you are not sure if there is a pending auto-payment please contact customer service and they will be able to assist you)

WARNING

If you are enrolled in autopay and you make a manual payment online without first contacting our customer service department, this may result in a duplicate charge on your credit card and will post to your account twice.

Also note that when you enroll for autopay (even if you are re-enrolling) any balance due on the account will need to be paid manually. Once the payment has been processed and the NEXT billing cycle for your account has processed, your auto-payment will process on the night of your stated due date. (your credit card statement may reflect the due date as the payment date whereas your next water

bill may show the next day as the posted date. This is NOT a problem and will not cause any late fees. It is simply the way the system cycles through the steps needed in order to process your account and update your water billing information.)

As always, if you have any questions about our autopay feature OR the online payment system in general, please contact our customer service department at **432-685-7320**.